

Noelia Wrightstone

Customer Assistant

Profile

Customer Assistant with 1 year of experience providing exceptional support and service in fast-paced retail environments. Skilled in product knowledge, inventory management, and problem-solving to enhance customer satisfaction. Demonstrated ability to work effectively both independently and as part of a team. Enthusiastic and committed to creating a welcoming atmosphere for customers while driving sales and achieving performance targets.

Employment History

Customer Service Assistant at Target Corporation, MN

Mar 2023 - Present

- Successfully resolved 95% of customer complaints within the first call, leading to a 30% increase in customer satisfaction ratings for the store.
- Implemented a new feedback system that resulted in a 20% decrease in negative customer reviews and a 15% increase in positive feedback.
- Consistently met or exceeded sales goals by upselling products and services, resulting in a 10% increase in overall revenue for the department.
- Trained and mentored 5 new employees, improving the efficiency of the customer service team by 25%.

Customer Service Associate at Best Buy Co., Inc., MN

Sep 2022 - Feb 2023

- Achieved a 98% customer satisfaction rating over a one-year period, consistently exceeding the company's target of 90%, by addressing customer inquiries and resolving issues promptly and efficiently.
- Increased customer retention rate by 25% within six months through the implementation of targeted follow-up calls and personalized outreach, resulting in improved customer loyalty and repeat business for the store.
- Consistently ranked in the top 10% of associates for upselling and cross-selling, generating over \$50,000 in additional revenue for the store during the last fiscal year by effectively recommending suitable products and services to customers.

Education

Diploma in Customer Service and Sales Management at University of Minnesota, Twin Cities

Sep 2018 - May 2022

Relevant Coursework: Customer Relationship Management, Sales Techniques and Strategies, Communication Skills, Marketing Principles, Consumer Behavior, and Conflict Resolution.

Certificates

Customer Service Specialist (CSS) Certificate

Apr 2022

Details

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Links

[linkedin.com/in/noeliawrightstone](https://www.linkedin.com/in/noeliawrightstone)

Skills

Active Listening

Time Management

Conflict Resolution

Empathy

Adaptability

CRM Software (e.g., Salesforce)

Multitasking

Languages

English

Indonesian

Hobbies

Photography

Gardening

Cooking